COLLECTIVE
POINT OF SALE SOLUTIONS

Canada's Choice For Payment Processing

PrimeTrex-S
POS Terminal

Desktop

WiFi

GPRS

User Manual

www.collectivepos.com

PrimeTrex-S (WiFi model shown)

Contents Checklist:

- Power cord
- Power adapter
- Paper roll (2)
- Charging base station (Standard with WiFi model; Optional with GPRS model)

Specifications

• **Processor**	32-bit ARM9 Processor
• **Memory**	64MB Flash, 32MB SDRAM
• **Real Time Clock (RTC)**	Power backup for data retention while the external power is turned off
• **Magnetic Stripe Card Reader (MSR)**	ISO MSR will read Track 1,2,3
• **SD Card Reader**	Applicable
• **Smart Card Reader**	Applicable
• **Display**	Graphical LCD with resolution 128x64
• **Keypad**	Software programmable; Integrated LED backlight
• **Speaker**	Integrated single-tone speaker
• **Full Graphic Thermal Printer**	• Number of dots per line: 384 Dots • Paper width: 2.3 inch • Paper diameter: 2.25 inch • Printing speed: 21 lines per second (Wireless model: 10-15 lines per second)
• **Communication Options**	• Desktop model: 3 RS232 ports; 1 RJ45 Ethernet Port; 1 Dial Port • Wireless model: 1 HDMI
• **Power**	AC/DC power adapter, external, 100-240V
• **Environmental Specifications**	• Operating Temperature 0°C to 40°C • Operating Humidity 10% to 90%, non-condensing
• **Hardware Warranty**	1 year
• **Size (L x W x H)**	225.2mm x 97.0mm x 55.0mm
• **Weight**	PrimeTrex-S Desktop: 548g PrimeTrex-S Wireless GPRS: 600g PrimeTrex-S Wireless WiFi: 580g

GPRS:
Quad-band 850/900/1800/1900 MHZ
GSM/GPRS Features:
• 2 Watts EGSM 900/GSM 850 radio section running under 3.6 Volts
• 1 Watts GSM 1800/1900 radio section running under 3.6 Volts
• Hardware GPRS class 10 capable
Interface:
• Digital section running under 2.8 Volts
• Optional SIM holder
• Complete interfacing through a 60-pin connector
Operating system:
• Real Time Clock with calendar
• Battery charger
• Echo Cancellation and noise reduction (quadric codec)
• Full GSM or GSM/GPRS Operating System stacks
Certifications: FCC, CE, RoHS

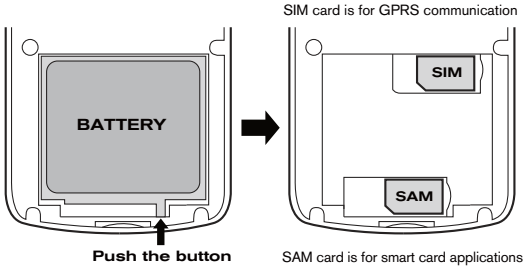
WIFI:
802.11 Wireless LAN
• Ralink RT2571W MAC/BBP with RT2528 Transceiver
• Support IEEE 802.11b compliant DBPSK, DQPSK, CCK modulation
IEEE 802.11b Standard Data Rates: 1, 2, 5.5 and 11Mbps
• Support IEEE 802.11g compliant DSSS, CCK, OFDM modulation
IEEE 802.11g Standard Data Rates: 6, 9, 12, 18, 24, 36, 48, 54Mbps
• Embedded WEP (64 or 128 bit) engine for enciphering/deciphering of wireless data
• Support TKIP and AES
• Host Interface supports USB 2.0

Specification Compliance
• IEEE 802.11b/g
• USB spec. 2.0

SIM Card and SAM Card

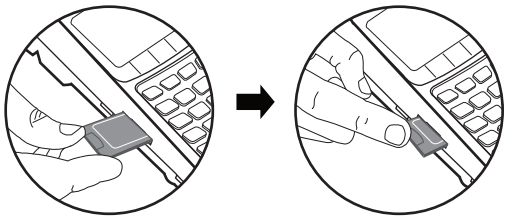
GPRS & WiFi

1. Turn **OFF** the terminal.
2. Open the battery cover on the bottom panel of the terminal.
3. Push the button as demonstrated to remove the battery case.
4. Place the SAM card and SIM card as demonstrated:
   Note: SIM card for GPRS model only



SD Card

1. Make sure power is **ON.**
2. Locate the SD card slot at the side of the terminal.
3. Insert the SD card all the way into the slot with the contact of the card facing down and toward the terminal.



SD is not standard. It is used for various applications and as a download tool

Changing Date and Time

1. Scoll down to **Other Setup**
2. Enter password and press **OK**
3. Scoll down to date/time and select it
4. Press **F3** to "**SIct**"
5. Press **F3** to "**Edit**"
6. Enter date in the format shown on the screen and press **OK**
7. Press **F2** for "**Next**"
8. Press **F3** to "**Edit**"
9. Enter time in the format shown on the screen and press **OK**
10. Press **F4** to "**Exit**"
11. Press **F2** to save changes
12. Press "**Cancel**" to go back to the main screen

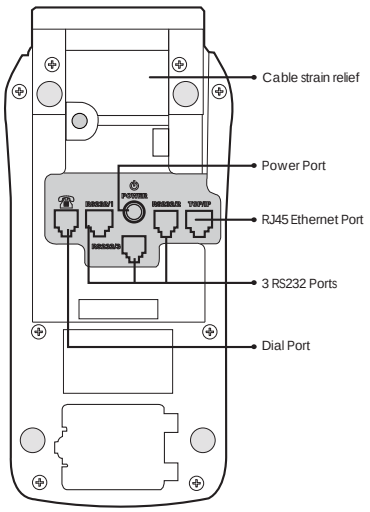
Connections

WARNING
Do not use PrimeTrex-S if it shows signs of damage

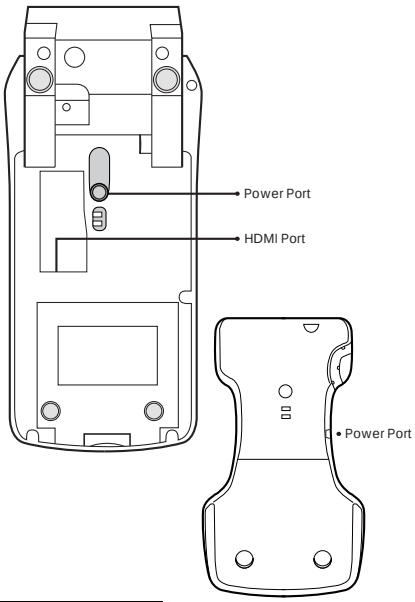
Desktop

- Power Port: Connecting the AC Adapter for power supply
- Ethenet Port: Connecting Ethernet cable for IP transactions
- Dial Port: Connecting telephone cord for Dial transactions
- RS232 Ports: Connecting peripheral device, such as,
  - Barcode Reader
  - Check Reader
  - Imager
  - External PINpad

- Cable strain relief: Cables are held in place to reduce wear on the cables and the ports



- HDMI Port: - For IP and Dial communications
  - For peripheral device
- Power Port: Connecting the AC Adapter for recharging



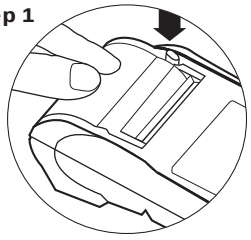
GPRS & WiFi

Paper Loading

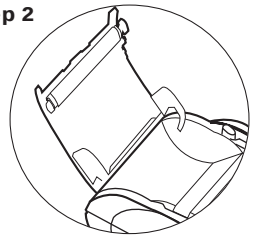
1. Place the terminal on a flat surface
2. To open the printer cover, press the lever located on the right side of the printer cover
3. Place the paper roll as shown below
4. Have 2 inches of paper exposed outside of the printer as shown below
5. Close the Printer Cover

CAUTION - Sharp edges on paper tear bar.

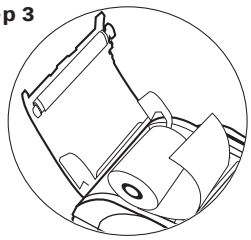
Step 1



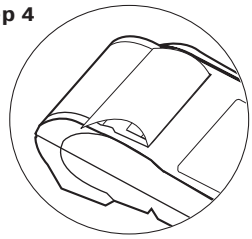
Step 2



Step 3

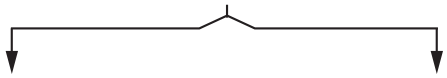


Step 4



Tipping on Credit

1. Press **F1** for **Sale**
2. Select **Credit**
3. If prompted, enter the clerk ID of the clerk processing the sale, and press **OK**.
4. If prompted, enter the Record Number and press **OK**.
5. Key in the dollar amount of the transaction without the decimal point, and press **OK**.
6. If prompted, key the tax amount and press **OK**.



Tipping on Receipt

6. Swipe the credit card.
7. Connecting GPRS… Sending…Receiving… will be displayed on terminal screen when communicating with host.
8. Host response message will be displayed on terminal screen. At this same time, merchant copy will be printed out.
9. If prompted, press **F1** to return to the main menu or press **F2** to print customer copy.

Tipping on Terminal

Note: For tipping on terminal, make sure that **Tip on Sale** parameter is **ON**. This parameter is under **Other Setup/ Terminal**

6. Swipe the credit card; a Tip screen appears:
7. On the tip screen:

If customer Clicks F4 NO, confirm amount by clicking OK

If a customer clicks F2 %age, confirm amount by clicking OK, then enter tip %age

If a customer clicks F3 ($), confirm amount by clicking OK, then enter tip amount

8. Wait for customer to confirm the transaction total by pressing **OK** on the terminal
9. Connecting GPRS… Sending…Receiving… will be displayed on terminal screen when communicating with host.
10. Host response message will be displayed on terminal screen. At this same time, merchant copy will be printed out.
11. If prompted, press **F1** to return to the main menu or press **F2** to print customer copy.

Tipping on Debit

1. Press **F1** for **Sale**
2. Select **Debit**
3. If prompted, enter the clerk ID of the clerk processing the sale, and press **OK**.
4. If prompted, enter the Record Number and press **OK**.
5. Key in the dollar amount of the transaction without the decimal point, and press **OK**.
6. If prompted, key the tax amount and press **OK**.
7. Swipe the debit card; a Tip screen appears:
8. On the tip screen:

If customer Clicks F4 NO, confirm amount by clicking OK

If a customer clicks F2 %age, confirm amount by clicking OK, then enter tip %age

If a customer clicks F3 ($), confirm amount by clicking OK, then enter tip amount

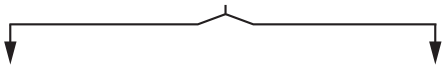
9. Wait for customer to confirm the transaction total by pressing **OK**.
10. Wait for customer to select account.
11. Wait for customer to enter the password.
12. Connecting GPRS… Sending…Receiving… will be displayed on terminal screen when communicating with host.
13. Host response message will be displayed on terminal screen. At this same time, merchant copy will be printed out.
14. If prompted, press **F1** to return to the main menu or press **F2** to print customer copy.

Settlement

1. Press **F4** to choose Batch Settlement
2. Print the settlement detail report and totals report.
3. You can choose either Debit, Credit or All depending on which transactions you wish to settle.
4. Connecting GPRS… Sending… Receiving… will be displayed on terminal screen.
5. After you choose **F1**/**F2**/**F3**, the terminal will print out the Batch totals report and Settlement Report Then the terminal goes back to the main screen.

Sale

1. Press **F1** for **Sale**
2. Select **Credit** or **Debit**
3. If prompted, enter the clerk ID of the clerk processing the sale, and press **OK**.
4. If prompted, enter the Record Number and press **OK**.
5. Key in the dollar amount of the transaction without the decimal point, and press **OK**.
6. If prompted, key the tax amount and press **OK**.



Credit

7. Swipe the credit card.
8. Connecting GPRS… Sending…Receiving… will be displayed on terminal screen when communicating with host.
9. Host response message will be displayed on terminal screen. At this same time, merchant copy will be printed out.
10. If prompted, press **F1** to return to the main menu or press **F2** to print customer copy.

Debit

7. Swipe the debit card.
Note: Debit card no. Cannot be entered manually.
8. Wait for customer to confirm the transaction by pressing **OK**.
9. Wait for customer to select account.
10. Wait for customer to enter the password.
11. Connecting GPRS… Sending…Receiving… will be displayed on terminal screen when communicating with host.
12. Host response message will be displayed on terminal screen. At this same time, merchant copy will be printed out.
13. If prompted, press **F1** to return to the main menu or press **F2** to print customer copy.

Note:

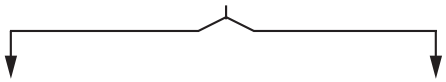
As transactions are processed, if the terminal is connecting over WiFi, the screen will show "Connecting WiFi" instead of "Connecting GPRS"; and if the terminal is connecting over Dial, the screen will show "Dial Primary" instead of "Connecting GPRS"; and if the terminal is connecting over IP, the screen will show "Connecting TCP/IP" instead of "Connecting GPRS"

Void

1. Press **F2** to select **Void**.
2. If prompted, key password and press **OK**.

Note: This prompt, if enabled, cannot be by passed.

3. Press **F2** to select **Yes** if you want to void the last transaction entered. Press **F1** to select No if you want to select another transaction to void.
4. If you selected **No**, the terminal prompts you to determine how to retrieve the transaction you wish to void. Press **F1** to retrieve the transaction by record number. Press **F2** to retrieve the transaction by the credit card account number.
5. If you selected to retrieve by **record Number**, key the record number of the transaction to be voided and press **OK**.
6. If you selected to retrieve **Acct#**, key the last four digits of the credit card number of the transaction to be voided and press **OK**.
7. The selected transaction information displays. If you want to void this transaction, select **Yes**. If you do not want to void the transaction at this time, select **No** to return to the main menu. To display the next transaction, which meets the same criteria, select **Next**.



Credit

8. Swipe or manually enter the card number that needs to be voided.
9. Connecting GPRS … Sending…Receiving… will be displayed on terminal screen when communicating with host.
10. Host response message will be displayed on terminal screen. At this same time, merchant copy will be printed out.
11. If prompted, press **F2** to print the customer copy of the receipt, or press **F1** to return to Main menu.

Debit

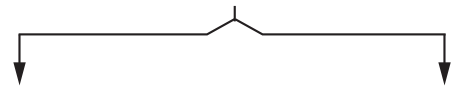
8. Swipe the **Debit** card.
9. Wait for customer to confirm the transaction by pressing **OK**.
10. Wait for customer to select account.
11. Wait for customer to enter the password.
12. Connecting GPRS… Sending…Receiving…will be displayed on terminal screen when communicating with host.
13. Host response message will be displayed on terminal screen. At this same time, merchant copy will be printed out.
14. If prompted, press **F2** to print the customer copy of the receipt, or press **F1** to return to Main menu.

Refund

1. Press F3 to select **Refund**.
2. If prompted, key password and press **OK**.

Note: This prompt, if enabled, cannot be by passed.

3. Select **Credit** or **Debit**
4. If prompted, enter the clerk ID of the clerk processing the sale, and press **OK**.
5. If prompted, enter the Record Number and press **OK**.
6. Key the amount of the transaction and press **OK**.



Credit

7. Slide card through the card reader, or enter the card number and press **OK**.
8. If prompted, key card expiration date in **MMYY** format, and press **OK**.

Note: This screen displays only if the card number has been entered manually.

9. If prompted, key the password and press **OK**.

Note: This prompt, if enabled, cannot be bypassed.

10. Connecting GPRS… Sending…Receiving… will be displayed on terminal screen when communicating with host.
11. Host response message will be displayed on terminal screen. At this same time, merchant copy will be printed out.
12. If prompted, press **F2** to print customer copy, or press **F1** to return to the main menu.

Debit

7. Swipe the debit card.

Note: Debit card no. Cannot be entered manually.

8. Wait for customer to confirm the transaction by pressing **OK**.
9. Wait for customer to select account.
10. Wait for customer to enter the password.
11. Connecting GPRS... Sending... Receiving... will be displayed on terminal screen when communicating with host.
12. Host response message will be displayed on terminal screen. At this same time, merchant copy will be printed out.
13. If prompted, press **F1** to return tothe main menu or press **F2** to print customer copy.

General safety Instructions when using your PrimeTrex-S

To reduce the risk of fire, electric shock, or any personal injury, please read the following basic safety precautions.

- Follow all warnings and instructions on the device and in this manual.
- Before cleaning the terminal, disconnect the terminal from the power supply and any peripherals.
- Do not clean the terminal with liquid or aerosol cleaners. Clean the device with a damp cloth.
- Do not use the terminal near water or any other liquid.
- Avoid spilling liquid on the terminal.
- Place the terminal on a stable and solid surface, to avoid the terminal from falling.
- Place the terminal in a properly ventilated area.
- WARNING- Use only the AC adapter that is supplied with the terminal.
- Never insert any object into the terminal through slots, other than those specifically intended for credit/debit or SD cards. This may damage the terminal or result in a fire or electric shock.
- Never disassemble the terminal for any reason, as it may cause an electric shock or worse. If the terminal requires repair, take it to a qualified service representative.

To order paper and other supplies please call:

Customer Service - 1 877 777 6603

www.collectivepos.com

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